

Description:

Utilities Regulation is responsible for ensuring fair, just and reasonable rates for utility commodities and services to be delivered safely, reliably, and efficiently. The Commission performs this mission using four functions to oversee electric, water, railroad, gas, pipeline, and telecommunication companies.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Administration - Manage and coordinate the overall activities of the PUC to facilitate efficient management of cases.

A. Number of cases filed. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	182	197	233
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
182	182	182	182

B. Number of cases completed. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	202	231	193
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
202	202	202	202

C. Number of orders issued. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	299	206	261
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
299	299	299	299

2. Administration - Make information about the PUC cases and activities easily accessible.

A. Number of notices issued. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	47	49	58
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
47	47	47	47

B. Number of press releases issued. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	80	66	73
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
80	80	80	80

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C. Number of workshops and formal public hearings held. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	68	28	34
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
68	68	68	68

D. Average number of visits per day on PUC's website. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	300	238	400
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
550	600	650	700

3. Utilities - Assign, investigate and process all applications and investigations requests received by the Commission.

A. Number of formal cases initiated by commission. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	10	25	23
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
10	10	10	10

B. Number of informal tariff changes processed. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	517	469	463
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
493	493	493	493

C. Number of cases overturned by the Idaho Supreme Court. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	0	0	1
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
0	0	0	0

4. Utilities - Monitor utility company by performing routine audits, maintaining complaint statistics and initiating formal complaint investigations.

A. Number of audits completed. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
22	27	26	24
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
14	14	14	14

B. Number of formal complaint investigations initiated. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	5	10	6
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
5	5	5	5

C. Number of complaints/inquiries received by the commission. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	6,881	4,708	3,688
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
4,000	4,000	4,000	4,000

5. Utilities - Encourage expansion of utility services within the state to make access to these services available to all citizens where economically feasible.

A. Number of applications received for new services area certificates or expansion of existing certificates. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	17	14	23
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
17	17	17	17

B. Number of complaints received regarding denial of service due to lack of infrastructure. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	35	21	14
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
20	20	20	20

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C. Number of orders issued authorizing service into previously unserved areas. FY 2002 is the base year

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	4	5	13
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
4	4	4	4

D. Number of customers served compared with number from previous year. FY 2002 is the base year. Estimating future growth is extremely difficult.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	1.6 million	.022 Million	.095 Million
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
0	0	0	0

6. Utilities - Sponsor informal workshops, discussions, and collaborative processes that foster free and open discussion of issues.

A. Number of informal workshops and settlement conferences held. (Not related to formal cases) FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	3	4	4
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
3	3	3	3

7. Utilities - Use Non-Litigation based strategies to resolve consumer complaints.

A. Number of complaints resolved informally using arbitration, meditation, and conciliation. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	5,269	3,548	1,882
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
2,000	2,000	2,000	2,000

8. Utilities - Investigate and resolve consumer complaints within an average of ten working days.

A. Number of informal complaints. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	5,301	3,581	2,778
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
3,000	3,000	3,000	3,000

B. Number of informal complaints investigated. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	3,562	2,509	1,953
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
2,000	2,000	2,000	2,000

C. Percent of complaints where commission reversed or modified the company's actions. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	40	41	56
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
50	50	50	40

D. Average number of days to resolve complaints

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
4.2	6.0	6.0	7.0
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
6.0	6.0	6.0	6.0

E. Number of enforcement actions taken. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	1	1	1
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
1	1	1	1

F. Number of rulemaking proceedings. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	1	1	1
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
1	3	1	1

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9. Pipeline Safety - Establish a pipeline safety section within the Commission, recruit and train employees, and establish inspection goals.

A. Number of hours of training provided to employees. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	232	250	35
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
40	40	40	40

B. Number of on-site visits to gas system operators' facilities. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	40	80	60
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
80	80	80	80

C. Number of inspections complete. (Once program is established.) FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	40	40	38
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
55	55	55	55

10. Railroad Safety and Abandonment - Inspect rail crossings and clearances for compliance with rules and regulations based on complaints, accident investigations, and scheduled inspection.

A. Number of rail crossings and clearances inspected.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
135	199	30	33
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
130	130	130	130

B. Number of complaints investigated regarding railroad crossing maintenance and deficiencies. FY 2002 is the base year. This standard is extremely difficult to project.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
25	33	35	43
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
-	-	-	-

C. Number of crossing maintenance deficiencies corrected. FY 2002 is the base year. This standard is extremely difficult to project.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	28	33	31
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
-	-	-	-

D. Number of railroad crossing inspections/accident investigations and evaluations.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
32	33	8	0
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
35	35	35	35

11. Railroad Safety and Abandonment - Ensure safe transportation of hazardous materials by monitoring compliance with State and Federal Regulations.

A. Number of rail hazmat inspections. FY 2002 is the base year. FY 2004 reflects Federal Railroad Administration's rules for reporting inspections.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
456	685	1229	1,906
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
1,500	1,500	1,500	1,500

B. Number of rail hazmat violations found. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
5	21	103	66
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
75	75	75	75

12. Railroad Safety and Abandonment - Represent the state of Idaho in rail line abandonment's before the Surface Transportation Board by providing investigations, public hearings, and, if necessary, court appeals.

A. Number of abandonment's investigated. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
1	0	0	2
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
0	0	0	0

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B. Number of cases brought before the Surface Transportation Board. FY 2002 is the base year.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
no history available	0	0	0
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
0	0	0	0

Program Results and Effect:

This function manages all information received, handled, or published by the IPUC. It supports the Legislative and Executive branches of state government with analysis and information on utility, pipeline, and railroad matters.

Utilities: The function, through audits, investigations, and statistical comparisons, ensures the citizens of Idaho are charged just and reasonable rates for utility commodities and services that are non-discriminatory and are delivered safely, reliably and efficiently.

Pipeline Safety: This function serves the citizens of Idaho by ensuring that all jurisdictional gas system operators operate safely through compliance with State and Federal Safety Regulations.

Railroad Safety and Abandonment: This function ensures carriers comply with State and Federal safety regulation regarding crossings, clearances and hazardous materials. It also determines whether or not it is in the public's interest to represent the State in various rail line abandonment cases.

All functions use FY 2002 as the year for collecting base data on all performance standards.

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